

# SFBRN Updates

## Monthly Updates

March 5, 2026

### Dear Colleagues,

February marked our first full month of live operations for the San Francisco Bay Region Network. Across the three universities, teams have continued stabilizing services while advancing Phase 2 planning and refining shared processes.

Following our January go-live milestone, we created opportunities for celebration and reflection in conjunction with IT leaders hosting town halls at each university. These gatherings allowed us to recognize the work of the teams behind the transition, reflect on how we reached this point, and provide space for questions and dialogue. Together, they reinforced the collaborative spirit that continues to guide the Network's evolution.

### Current Highlights

#### Network Chief Human Resources Officer Search

The Network Chief Human Resources Officer position has officially been **posted** and is open to qualified CSU employees. This role will provide strategic leadership for Human Resources across the three universities and guide Phase 2 implementation. We look forward to sharing updates as the recruitment process progresses.

#### Human Resources Organizational Design

Work continues with campus HR leaders to finalize the operating model for Human Resources. Recent efforts have focused on refining the organizational structure, aligning high-level process flows, and coordinating closely with the Chancellor's Office on CHRS configuration. This deliberate design process ensures the Network's HR structure will support consistency where appropriate while honoring campus-specific needs and CSU-wide alignment.

#### Network Support Center (NSC): First Month Performance

As the NSC completes its first full month of operation, we want to share a brief snapshot of how the model is performing.

In February, the NSC processed approximately **1,650** IT-related service requests across the three universities, averaging roughly **59** per day. A significant majority, approximately **78%**, were resolved at first contact, reflecting effective intake and triage. Call wait times averaged approximately **1.3** minutes, establishing a stable early baseline for service delivery.

At this stage, the NSC is primarily supporting Information Technology requests, with additional functional areas to onboard over time. As system integration continues, some requests are still transitioning into the centralized intake model. Efforts are underway to streamline routing and reinforce the NSC portal as the single front door to ensure consistent and efficient service across campuses.

Performance trends are being closely monitored across the three universities to support consistency and equity as the model continues to standardize. Building on this foundation, the Network is developing a formal measurement framework to ensure sustained accountability, service quality, and operational transparency as the model matures.

### Listening and Learning

Later this month, we will begin a series of **operational feedback sessions** with SFBRN employees to better understand what is working well and where refinements may be needed. These conversations will help inform the strategic roadmaps currently in development for IT, Procurement and Accounts Payable, and the NSC.

Recent **Pulse Survey** responses reflect cautious optimism and a continued focus on clarity, training, and process visibility as teams adjust to new workflows. We are carefully reviewing this feedback to inform practical improvements and encourage continued participation in the **Pulse Survey**, to help guide ongoing refinements and ensure we remain responsive to employee experience.

In our last **Quick Poll**, employees shared that short video tutorials and written documentation would be most helpful in understanding Network-related changes. In response, we developed a one-page NSC **reference guide** for faculty, staff, and students, along with a **short video tutorial** demonstrating how to submit requests. Additional written guides and on-demand resources will continue to be developed for IT and Procurement and Accounts Payable, to support clarity and ease of use across the three universities.

### Looking Ahead

As we continue refining the NSC model, this month's Quick Poll focuses on **your experience**.

#### Quick Poll

If you have submitted an NSC ticket since go-live, how would you rate your overall experience?

- Excellent
- Good
- Neutral
- Needs Improvement
- Poor
- I have not submitted a ticket

What is one thing that would improve your experience?

**[Click here to take the poll](#) – it takes less than 10 seconds.**

Your feedback will help us measure service quality, identify opportunities for refinement, and continue strengthening the Network's single point of contact model.

As we move further into March, our focus remains steady: stabilize operations, listen carefully, and continue building thoughtfully across the three universities.

Thank you for your continued engagement and professionalism as the Network evolves.

### In partnership,

#### Jeff Wilson

Chief Executive and Financial Officer, San Francisco Bay Region Network

Vice President, Administration and Finance and CFO

San Francisco State University | Sonoma State University

#### Karen R. Moranski

Vice President of Regional Network Transformation

San Francisco Bay Region Network

## Monthly Update Archive

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## Milestone Updates

<b>January 2026</b>	–
On January 30, 2026, the San Francisco Bay Region Network officially went live with Phase 1 operations. Information Technology and Procurement & Accounts Payable services began operating within a shared regional framework, supported by newly established Network teams. This milestone marked the culmination of months of cross-campus planning, collaboration, and system-readiness work and represented a significant transition from design to sustained operations. With Phase 1 live, the Network entered its next chapter focused on service stabilization, continuous improvement, and building a strong foundation for future phases.	
<b>December 2025</b>	+
<b>October 2025</b>	+
<b>September 2025</b>	+
<b>July 2025</b>	+
<b>June 2025</b>	+
<b>May 2025</b>	+
<b>March 2025</b>	+

## Communications Archive

<b>The San Francisco Bay Region Network is Now Live</b>	–
Dear Colleagues,  The San Francisco Bay Region Network is now live.  As of today, Phase 1 services, Information Technology and Procurement and Accounts Payable, are operating through the Network. This marks an important step forward in how shared services are delivered across Cal State East Bay, San Francisco State University, and Sonoma State University.  Need support?  The Network Support Center (NSC) is your starting point for Network-related questions, issues, or requests. Using the NSC helps ensure your request is routed to the appropriate team and tracked for timely follow-up. We invite you to explore the Network's <b>updated website</b> , which houses the Network Support Center along with additional resources and information, including a <b>one-page reference guide</b> .  As teams continue to align across campuses, some services, processes, and response paths may look different. Thank you for your patience as we stabilize and refine operations.  As a reminder, we will be hosting another Network Information Session next week:  Tuesday, February 3 1:15 PM to 2:00 PM <a href="#">Register here</a> .  We look forward to serving you as an operational Network and welcome your feedback. Please consider completing our <b>Pulse Survey</b> to share your experience and insights.  In partnership,  Jeff Wilson and Karen Moranski San Francisco Bay Region Network	
<b>SFBRN Go-Live Countdown: 4 Days to Go – What to Expect This Week</b>	+
<b>SFBRN Go-Live Countdown: 10 Days to Go – What to Expect This Week</b>	+
<b>SFBRN Go-Live Countdown: 16 Days to Go – What to Expect This Week</b>	+
<b>SFBRN Leadership Appointments – David Crozier &amp; Lanaya Gaberel</b>	+
<b>Senior Director of Procurement &amp; Accounts Payable Appointment for SF Bay Region Network– Jenifer Barnett</b>	+
<b>Interim Head of Network IT Appointment for the SF Bay Region Network - Nish Malik</b>	+
<b>Introducing the SF Bay Region Network Website – Our Next Step Forward</b>	+

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